
MTAC 138

May 07, 2014

Agenda

- Roll Call
- Review Meeting Minutes from Previous Meeting
- Review Draft Resolutions to Industry Issues – Priority #3
- Actions from Previous Meeting
- Questions
- Appendix: Weekly Metrics Report

Roll Call + Review Meeting Minutes

- Roll call for meeting minutes accuracy
- Minutes from April 23rd meeting have been distributed and posted on MITS
- Questions or concerns?

Review Draft Resolutions to Industry Issues

- Priority #3: Current delivery confirmations are not sufficient for industry

| USPS Ref # | Industry Issue | Distinct Issue |
|------------|---|---|
| 9 | <p>All induction pallets will be flagged as "Y" in the Mail.dat files submitted to PostalOne! and the logistics consolidator by the mailer. The mailer needs to enter the logistics consolidator's CRID into the mail.dat file as the transportation provider so the logistics consolidator will be allowed access to the ContainerStatusQueryReport to learn if there are any issues with the pallet(s), such as wrong entry facility, no payment, etc.</p> <p>This is necessary because at this time, logistics consolidators do not have MicroStrategy report access or access to any scan data even though they make the appointments and are responsible for the pallet from mailer handoff to induction. Is there a plan to allow 3P logistics providers to have MicroStrategy access and access to scan data? Is there anything the logistics consolidator has to do to gain access to the ContainerStatusQueryReport? Will this report provide for electronic Proofs of Delivery?</p> | Provide 3PL access to reports |
| 10 | <p>USPS reporting of scan data needs to be both accurate and timely. The USPS and industry need to define an acceptable threshold of when the scans will be available to the concerned parties (mail owner, transportation vendor and M.dat submitter) and what level of data quality can be expected. Scans must be used for Proof of Delivery and there needs to be a way for USPS (BSN) as well as industry to have easy access to scan data.</p> <p>There needs to be further education of the BSN network and USPS operations that proof of a scan is sufficient for a POD. Today BSN's, at the request of the plant/district operations group is requesting POD in form of a signed 8125 before they will investigate a lack of piece tracking scans.</p> | <p>Scan data availability</p> <p>Use of scan as proof of delivery</p> |

New MTAC workgroup proposed for Seamless, eInduction and Full Service Reporting/Invoicing

- New MTAC workgroup proposed 5/6
- Overlaps with discussion of these issues
- Recommendation: Continue today's discussion, provide comments to kickstart new workgroup

Review Draft Resolutions to Industry Issues

| USPS Ref # | Industry Issue | Distinct Issue |
|------------|---|-------------------------------|
| 9 | <p>All induction pallets will be flagged as "Y" in the Mail.dat files submitted to PostalOne! and the logistics consolidator by the mailer. The mailer needs to enter the logistics consolidator's CRID into the mail.dat file as the transportation provider so the logistics consolidator will be allowed access to the ContainerStatusQueryReport to learn if there are any issues with the pallet(s), such as wrong entry facility, no payment, etc.</p> <p>This is necessary because at this time, logistics consolidators do not have MicroStrategy report access or access to any scan data even though they make the appointments and are responsible for the pallet from mailer handoff to induction. Is there a plan to allow 3P logistics providers to have MicroStrategy access and access to scan data? Is there anything the logistics consolidator has to do to gain access to the ContainerStatusQueryReport? Will this report provide for electronic Proofs of Delivery?</p> | Provide 3PL access to reports |

- It will be difficult to grant 3PL external visibility to either the Shipping Summary Report or MicroStrategy
- Mailers will likely need to facilitate the dissemination of the necessary information to 3PLs

Review Draft Resolutions to Industry Issues

| | | |
|----|--|----------------------------------|
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| | | Use of scan as proof of delivery |

- **Goal:** Give everyone, including 3PLs, visibility into real-time or near real-time data confirming:
 - That scans have occurred
 - The induction status
- Industry must move toward adoption of scan as proof of delivery
- **For Mailers:** 2 reports currently exist to access delivery confirmation data
- **For 3PLs:** Future functionality will allow information to be queried
- Further education of Business Service Network (BSN)
 - Preparing a Service Talk for BSN

Delivery Confirmation Options: Reporting

- Mailers have 2 options for delivery confirmation:
 - 1) Shipping Summary Report (in *PostaOne!*)
 - Mailers can log into the External View for a job, look at appointments and the containers and their statuses
 - This is the most real-time information available
 - 2) Container Status Report (in eInduction MSTR)
 - Use and information pulled using this report depends on the mailer's own processes and systems

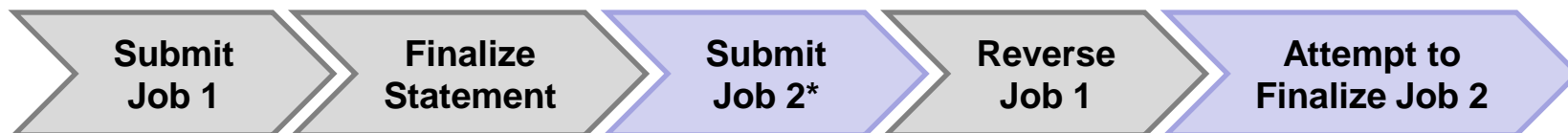
Delivery Confirmation Options: Queries

- Future functionality will allow 3PLs to review delivery confirmation data:
 - 1) ContainerStatusQueryReport
 - Will be updated to support delivery confirmations in July 2014
releaseContainerStatusQueryReport
 - 2) AppointmentCloseout
 - May be used for confirmation
 - Process compliance issue when the field does not correctly closeout the appointment

Action Items from Previous Meeting

- **Industry:** Provide additional .XML message scenarios
- ~~Share Service Talks~~
- ~~Set up sub-group for logical mailers~~

- **RESPONSE:** Statement Reversal Process - Defect CR 3378 (SA)
 - This process previously resulted in 2 Duplicate Container errors
 - Errors were recently downgraded to warnings, as a temporary fix until the larger issue can be resolved
 - This process works for eInduction (cannot use for Seamless):



- MOST IMPORTANT: Escalate to BMS and the eInduction team early if reversals are required for statements with eInduction containers

Action Items from Previous Meeting

- **RESPONSE:** Induction Issues block (Induction Status) for Container Status Query messages
 - Per the current Container Status Query the following blocks are allowed in the message:
 - CONTAINER KEYS INFO
 - APPT INFO
 - PLANNED APPT FACILITY
 - INDUCTION ISSUES
 - PREINDUCTION INFO
 - Next Steps
 - Temporary solution: Saving My Reports to Shared Reports
 - In the next release the following blocks will be added:
 - InductionCloseoutInfo
 - PostInductionValidation

Questions?

Appendix

Weekly Metrics Report

| Weekly Statistics -- 04/26 - 05/02/2014 | | | | | | | | | | | | | | | | |
|---|---------------|-------|-------|------|-------|-----|-------|------|-------|------|--------|-----|-------|------|-------|------|
| | Month to Date | | 4/26 | | 4/27 | | 4/28 | | 4/29 | | 4/30 | | 5/1 | | 5/2 | |
| Facilities Receiving Appointments | 151 | | 139 | | 109 | | 151 | | 148 | | 86 | | 150 | | 141 | |
| Total Appointments | 5242 | | 824 | | 241 | | 1792 | | 1439 | | 186 | | 1686 | | 629 | |
| Mixed | 6.7% | 350 | 17.5% | 144 | 10.0% | 24 | 13.5% | 242 | 14.1% | 203 | 11.8% | 22 | 14.9% | 251 | 15.7% | 99 |
| 100% eInduction | 8.4% | 439 | 22.5% | 185 | 14.1% | 34 | 16.0% | 287 | 14.0% | 202 | 21.0% | 39 | 15.3% | 258 | 28.8% | 181 |
| 100% Paper | 29.1% | 1526 | 60.1% | 495 | 75.9% | 183 | 70.5% | 1263 | 71.9% | 1034 | 67.2% | 125 | 69.8% | 1177 | 55.5% | 349 |
| | | | | | | | | | | | | | | | | |
| Container Statistics | Month to Date | | 4/26 | | 4/27 | | 4/28 | | 4/29 | | 4/30 | | 5/1 | | 5/2 | |
| Total Containers Received - All Sites | 87898 | | 18089 | | 3516 | | 25686 | | 17368 | | 2756 | | 25772 | | 12877 | |
| eInduction Containers Received | 29.0% | 25516 | 28.0% | 5058 | 19.5% | 684 | 24.9% | 6390 | 15.9% | 2770 | 23.8% | 655 | 26.9% | 6945 | 39.6% | 5095 |
| Rejected eInduction Containers (%/count) | 0.4% | 90 | 0.4% | 22 | 3.1% | 21 | 0.2% | 12 | 1.4% | 40 | 0.0% | 0 | 0.4% | 28 | 0.5% | 28 |
| Expected | 0.2% | 50 | 0.2% | 11 | 2.9% | 20 | 0.1% | 8 | 1.1% | 30 | 0.0% | 0 | 0.2% | 17 | 0.4% | 18 |
| Misshipped (Misship - should reject) | 0.1% | 18 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 0.3% | 8 | 0.0% | 0 | 0.1% | 7 | 0.1% | 6 |
| Misshipped (Misship - should accept) | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 |
| Duplicate | 0.0% | 12 | 0.2% | 10 | 0.1% | 1 | 0.0% | 1 | 0.1% | 2 | 0.0% | 0 | 0.0% | 2 | 0.1% | 3 |
| Undocumented | 0.0% | 10 | 0.0% | 1 | 0.0% | 0 | 0.0% | 1 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 0.0% | 1 |
| Accepted eInduction Containers (%/count) | 99.6% | 25426 | 99.6% | 5036 | 96.9% | 663 | 99.8% | 6378 | 98.6% | 2730 | 100.0% | 655 | 99.6% | 6917 | 99.5% | 5067 |
| Expected | 99.2% | 25301 | 99.3% | 5025 | 96.6% | 661 | 99.2% | 6340 | 97.6% | 2704 | 99.5% | 652 | 99.0% | 6877 | 99.2% | 5055 |
| Misshipped (Misship - should reject) | 0.0% | 5 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 |
| Misshipped (Misship - should accept) | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 |
| Duplicate | 0.0% | 9 | 0.1% | 3 | 0.0% | 0 | 0.0% | 3 | 0.0% | 1 | 0.2% | 1 | 0.0% | 1 | 0.0% | 1 |
| Not Expected (Manually Accepted) | 0.4% | 111 | 0.2% | 8 | 0.3% | 2 | 0.5% | 35 | 0.9% | 25 | 0.3% | 2 | 0.6% | 39 | 0.2% | 11 |
| Accepted through Contingency Process | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 |
| Post Induction Validation Errors | 14.1% | 3593 | 10.8% | 548 | 7.3% | 50 | 14.8% | 947 | 12.0% | 332 | 16.3% | 107 | 15.8% | 1094 | 14.3% | 728 |
| Zone Errors | 0.2% | 60 | 0.1% | 3 | 0.6% | 4 | 0.2% | 10 | 0.5% | 15 | 0.0% | 0 | 0.6% | 43 | 0.1% | 4 |
| EPD Errors* | 13.6% | 3479 | 10.6% | 537 | 6.7% | 46 | 14.5% | 924 | 11.2% | 311 | 16.3% | 107 | 15.1% | 1048 | 14.0% | 711 |
| Duplicate Across Appointments Errors | 0.2% | 54 | 0.2% | 8 | 0.0% | 0 | 0.2% | 11 | 0.2% | 6 | 0.0% | 0 | 0.0% | 3 | 0.3% | 13 |
| Payment Errors | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 |
| Containers Resolved by Helpdesk (%/count) | 0.1% | 14 | 0.0% | 0 | 0.0% | 0 | 0.1% | 8 | 0.1% | 2 | 0.0% | 0 | 0.1% | 5 | 0.1% | 4 |

All % related to eInduction containers are from total eInduction containers

Metrics in red represent errors

*There are known system issues that may inflate the number of EPD errors